

Minutes of the Information Management Panel
Friday, November 21, 2003

Bruce called the meeting to order at 8:30 a.m.

Present: Supervisors Genia Bruce, Jim Behrend, Duane Paulson, Bill Mitchell and Citizen Keith Pickens.

Also Present: Information Systems Manager Michael Biagioli, Applications Development Administrator Wayne Naegele, End User Computing Administrator Dave Broker, Web Master John Zur, Project Manager Donn Hoffmann, Chief of Staff Lee Esler and Office Services Coordinator Windy Jicha.

Approval of Minutes September 26, 2003

MOTION: Paulson moved, Mitchell second, to approve the minutes of September 26, 2003 as amended.

Motion carried: 4-0.

Supervisor Behrend arrived at 8:31 a.m.

Future Meeting Dates

- Friday, January 23
- Friday, March 5
- Friday, April 2

Elect Committee Vice Chair

MOTION: Paulson moved, Behrend second, to elect Supervisor Bill Mitchell Vice Chair of the Information Management Panel. **Motion carried:** 5 – 0.

Update on the Waukesha Communication Center Progress (Spillman)

Hoffmann said the Sheriff's Department completed the Spillman training at the end of October. They are now working on training the trainer. They want everyone ready for the conversion. By December 4, 2003, the Spillman law records and jail management components will be ready for conversion. Hoffmann distributed a handout outlining the conversion dates. Everything is going according to schedule. They did their first data extract yesterday from IJIS to Spillman to test the groundwork that has been laid. No major problems have arisen from the extraction. They are running another test extraction on Nov 25. The final extraction will be December 3. After December 3, the District Attorney's Office will be the only area with data on the IJIS system.

Hoffmann said there are 127,738 master name records that will be converted from IJIS to Spillman with approximately 34,000 citations and 655 warrants. The Sheriff set the parameters for the data pull. The live date for the Communication Center is May 27, 2004. During May of 2004, they will convert 22 municipal departments to the system. Phase III of the conversion will occur in July 2004 and will include the eight municipalities of the Lakes Communication Team. The City of Brookfield will convert in September/October of 2004 and then six other municipalities will be converted in December 2004. The remaining two municipalities will be converted to the Spillman System during the first quarter of 2005. The Sheriff's Department will be able to query IJIS after the conversion but they will not be able to update data in IJIS.

Pickens asked if there were any modifications to the Spillman software? Biagioli said Spillman would take care of that. Pickens asked if you are tracking those activities in the handout? Biagioli said no. Pickens said he is concerned that because of the data conversion, the IS Department will need to change the mapping and functionality of the software.

Discuss the Justice System Integration Process

Biagioli said the last remaining component of IJIS would be the District Attorney's piece. IJIS has been maintained in Waukesha County for ten years on a UNIX processor. IBM announced that support of this system would end December 31, 2004. Biagioli said he is confident the system will run for at least 180 days without problems. Last week Bucher and Biagioli signed off on the addition of the scheduling feature to PROTECT. This addition will give the county the scheduling module requested by the DA's office. Yesterday the DA found out that PROTECT would be installed in April of 2004.

Biagioli said they are currently working to map data from IJIS to PROTECT. The IS staff has discovered several problems. CCAP can accept changes from PROTECT but the changes will not post. Any time data field's change, staff will have to make changes manually. This fix isn't a high priority for the state to repair. Waukesha County will work with Kenosha County to develop a way to move CCAP changes electronically to PROTECT. Biagioli will meet with Milwaukee County in December to discuss this issue. Some counties have had this system installed successfully but these are typically smaller counties with no IS staff or a need to integrate with other systems. Biagioli said there needs to be regular, manual integrations of data from CCAP to PROTECT.

Paulson asked how much will it cost to get this system working right? Biagioli said the state wouldn't tell them exactly. He doesn't think it would be difficult to work on this fix. Because the state started working on this project 12 years ago, there are some system designs that are quite old and are difficult to integrate with other systems.

Naegle said the data is being passed between CCAP and PROTECT but it isn't being displayed. Biagioli said manual data entry would have to be done daily by courts and district attorney staff to update the system. The courts estimate that it will take one FTE to do this task. The District Attorney's office estimates needing approximately two hours per day complete the manual data entry.

Paulson said what kind of errors could we expect? Biagioli said there's always human error. It will be difficult to check all the data entry.

Esler said if Milwaukee and Dane Counties cannot tolerate this, we will hear about it. Biagioli said Dane County won't get PROTECT until the end of 2004 and Milwaukee expects to get it in 2008. The state has budgeted some funds to work on problems as they occur.

Mitchell said even if you could make a patch, the state doesn't want a patch. Is this true? Biagioli said the patch would have to be external. Biagioli said they are going to look at temporary patches. If we touch PROTECT, we own it. The Criminal Justice Collaboration Council's goal is to bring all justice systems' data together into a silo so it can be queried. They will be unable to make PROTECT part of this silo. They won't start populating the data warehouse until the PROTECT system is up and running.

Paulson said he is in favor of spending extra money to get the system running instead of spending money on FTEs. He would rather have the system work electronically.

Discuss the Implementation of WiSACWIS

Biagioli said Waukesha County IS staff proposed to the state that Waukesha County could pass data from our system to the state using our current technology. The state said this was not acceptable so the county will have to put SACWIS on the county system. The money budgeted for SACWIS in 2004 capital budget is only for an interface. We can live within the budget but it greatly increases the commitment of staff to make this work. It will take an entire FTE to get this system to work.

Biagioli said because of this additional, unplanned work, installation of the case management system would be pushed back until the SACWIS system is in place. The same personnel who put in SACWIS are the staff who will install the case management system. He will recommend to the Technology Steering Committee to move the date of the case management installation to late 2004. The case management system can be installed two to three months after SACWIS is in place. Biagioli said SACWIS would not provide real time information. A batch application will occur nightly to update the data.

Discuss the Microsoft Licensing Strategy

Biagioli said he and Broker are investigating options for Microsoft licensing. Waukesha County can go with an enterprise agreement that allows licensed users to use Microsoft products anywhere. It is not cheap but has attractive components. The cost of the agreement could be spread over three years.

Broker said the Microsoft approach to the software has changed. They now offer software insurance, which allows users free updates and upgrades. The program doesn't allow you to buy licenses or insurance for the one or two products you use. You must buy licenses for everything in the system. You are either "in" or "out" so you may purchase licenses, insurance or software that you already own or do not need. He isn't sure if the state will sign onto the enterprise agreement. Waukesha County can purchase this option through the state at a cost of \$800K for a three-year agreement. The deadline for this purchase is December 15.

Pickens said you are safe if the payment is spread over three years. The state will only get the discounted price if they commit to purchase 15,000 agreements. The state is going to need lots of counties and municipalities to sign up for this program through the state to make the quota. Milwaukee County thinks they will not sign up for the agreement due to price.

Pickens said the county should look at UCON. There are some advantages to using UCON if you want to expand your data warehouse in the future.

Broker said the state is still using Windows 97 and have recognized the need to upgrade.

Mitchell asked if the enterprise license is per person, or what? Biagioli said the license is per node and it is very portable. We can send it home with people to install on their PCs. Broker said we have never given away software for home use. We have CITRIX that would simulate working at the county from any PC. With the enterprise agreement, it is sold per box so people could legally use the license at work and home.

Esler asked is the price break given at 15,000 licenses and does that include the state licenses? Biagioli said yes the price break is given at 15,000. The state doesn't have an order for 15,000 licenses to make the price break. Broker said in Waukesha County, we are able to set standards for all departments to follow. The state doesn't do that.

Mitchell asked when would the state sign the agreement with Microsoft? Biagioli said the state would sign it when it has the 15,000 commitments. If the state can't get the numbers, they lose the price break.

Discuss Web Projects

Zur said they are doing a server conversion to update all applications. The plan is to migrate everything to servers so it is handled jointly. This will simplify how developers access the various environments and how the server group accesses the servers. They recently went through the RFP process to select a vendor for content management and it was approved by the Finance Committee. This new process will provide a history of all changes to the Website.

Naegle said they have chosen cboss as the vendor for the credit card piece. They are doing the Treasure's piece first. They don't know if they can make the December 15 deadline and if not will complete the task in January. Biagioli said this process would start with the tax system and then expand to all payments to the county that do not need to be paid in person. There is a fee for processing credit card and electronic check payments. The county has chosen to absorb the cost of electronic checks because of the advantage of having the money "now" versus waiting to receive the funds. Citizens can use their debit cards at the county up to a certain limit. To date, Waukesha County has collected more than a \$1 million by credit card payments.

Update on the Tax Records and Listing Replacement System

Biagioli said seven vendors submitted proposals that fulfill the requirements of the business flow for the Register of Deed's and Treasurer's offices. Once the results are announced, we will get an idea of who the front-runners for this proposal are.

Behrend said he was on the RFP committee for this and it was very complicated. He agrees with the choice that was made. In the end, the county did the right thing by deciding to purchase a less expensive system and then modifying to make it work.

Discuss Future Information Systems Initiatives

Biagioli distributed and reviewed the list of computer efforts his department will tackle in 2004 as decided upon by the Technology Steering Committee. The Technology Steering Committee will meet in December to approve his recommended changes.

Motion to Adjourn

MOTION: Mitchell moved, Behrend second, to adjourn the meeting at 10:02 a.m. **Motion carried:** 5-0.

Respectfully submitted,

Duane E. Paulson, Secretary
Information Management Panel